


THE ART OF EXCELLENCE



CSC'S CENTERS OF EXCELLENCE



From air traffic management to banking, every industry has its specific challenges. At the same time, certain kinds of expertise cut across most industries, such as security and network management. When organizations face either type of need — an industry-specific challenge or the need for specific IT expertise — they can look to CSC's Centers of Excellence.

Covering a range of industries and technologies, from air traffic management to banking to security to network management, our Centers of Excellence are helping public sector and commercial clients accomplish their strategic goals. These centers, located around the world, are dedicated facilities offering customers access to our accumulated wealth of expertise and experience in specific vertical markets and IT specialties. CSC's employees and clients can use these high-tech facilities to research, test and market solutions tailored to their unique requirements.

Centers serve as hotbeds of innovation and technical expertise. Because centers of excellence staff members are at the forefront of new technology trends and breakthroughs long before coming to market, they can apply that knowledge to everything from radically new solutions to ingenious answers for everyday business challenges. Centers often participate in beta testing of emerging technologies, enabling Center experts to stay abreast of product development and, at times, influence the outcome.

Because of CSC's vendor neutrality, our centers of excellence can provide an unbiased, optimum set of services and products for a particular technology, application or industry. As a result, they are uniquely positioned to develop and demonstrate customized solutions and prototypes in a cost-effective and low-risk environment.

CSC establishes each center of excellence according to rigorous criteria. All centers have a designated set of resources, including a team of experienced IT professionals and a dedicated demonstration facility or laboratory. Because CSC's centers are not static, but change dynamically in response to technology discoveries and market needs, the Leading Edge Forum continually evaluates them to ensure relevance and ongoing viability as well as to identify new centers in emerging fields.

Centers showcase CSC's technology prowess and offer clients a way to explore and test state-of-the-art solutions in a safe environment that maximizes innovation and results. The following pages highlight the capabilities of each center and collectively demonstrate the diversity of CSC's technical talents.

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CENTER OF EXCELLENCE FOR Air Traffic Management

EGG HARBOR
NEW JERSEY
USA

CSC's Air Traffic Management Center of Excellence supports the worldwide aviation community with air traffic management (ATM) solutions that range from researching new concepts and decision support tools to developing, deploying and operating ATM systems. With more than 35 years of experience in ATM, CSC's unique capabilities span areas such as air traffic flow optimization, regional metering, arrival and departure metering, air-ground data link and tactical air traffic control for all phases of flight. The center's labs in New Jersey, Maryland, Massachusetts and California demonstrate CSC's capabilities not only as a product-independent ATM systems integrator but also as a systems and applications developer.

CAMBRIDGE
MASSACHUSETTS
USA

The center is active in developing near-term enhancements to today's ATM systems as well as exploring new operational concepts and techniques that will be needed for ATM in 10-20 years — whether NextGen, SESAR or others.

ROCKVILLE
MARYLAND
USA

SUNNYVALE
CALIFORNIA
USA

The center's applications comprise a broad range of systems that interact with air traffic control, including strategic traffic flow management systems, systems that give pilots information on weather and the status of the national airspace, collaborative systems for flight planning and filing of flight plans, systems for tactical separation assurance, systems supporting optimal utilization of scarce runway resources and systems supporting air carrier operations. The center specializes in applying the latest information technologies to ATM. This includes business processes and rules, service-oriented architectures (SOA) including CSC's proven e4SM methodology, system wide information management, Web-based development approaches and methodologies for integrating new technologies into legacy ATM systems.

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Recently fielded systems have provided: arrival and departure traffic management functions, near-real-time display of both static aeronautical data (routes, fixes, approach procedures/maps/charts) and highly dynamic aeronautical data (weather, traffic management constraints and notices to airmen), and graphical display of severe weather and airspace constraints.

Center employees are active participants in the Air Traffic Control Association and regularly provide papers and conference briefings at the annual ATCA Conference. Center specialists also actively participate in special committees of RTCA, the industry wide standards organization for ATM.

CAPABILITIES

- Air traffic flow management
- Management of flight planning and airspace data
- Near-real-time collaborative operations and control of air traffic using ground-based and aircraft-based technologies
- Strategic planning (several hours in advance) for near-real-time operations
- Analysis and modeling of potential future operational concepts and future decision support tools
- Enhanced security for the air transportation system
- Model-predicted future air transportation loads and potential benefits from new operational concepts and new decision support tools
- Enhanced human-computer interfaces
- Simulation, testing and data analysis of decision support tools

CENTER OF EXCELLENCE FOR Banking

DALLAS
TEXAS
USA

The Banking Center of Excellence showcases CSC's business and technology expertise in the retail banking industry. The center provides banking solutions for clients worldwide for core banking, card and electronic payment systems, customer relationship management, remittance processing, loan processing and servicing and check image archiving. Some of the world's largest financial institutions rely on these function-rich, scalable solutions to support mission-critical processing. These solutions include Hogan Banking and K3000 (Europe) for core banking; CAMS II Card and Merchant System for card, merchant and debit card management; CheckVision for check imaging; and FraudVision for fraud detection.

OAKLAND
CALIFORNIA
USA

WIESBADEN
GERMANY

The center and IBM have joined forces to deliver world-class solutions that combine CSC's hands-on systems integration proficiency and deep industry knowledge with the Web-based design and open-standards-based technology of IBM. CSC and IBM have teamed together to leverage IBM software and hardware to develop prepackaged, repeatable enterprise applications and next-generation solutions.

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Organizations can leverage the center to:

- Achieve dramatic improvements in process efficiency by participating in technology frameworks or business transformation discussions that create innovative options for technology and business users
- Evaluate and pilot the configuration of new bank products, methodologies and concepts using CSC's banking systems
- Access performance benchmarks and scalability studies that have been completed for CSC's banking solution
- Complete a core banking system functional analysis that identifies functions that a bank can further exploit to realize additional business value
- Access hands-on learning environments to further understand system parameters for business case scenario development
- Attain total immersion and solid system knowledge transfer by attending the system training that is part of the center
- Analyze the latest compliance and regulatory updates to develop risk management strategies and practices
- Perform a core banking process and best practices analysis that identifies a retail banking best practices architecture (from a business point of view) and a service repository (from a service-oriented architecture point of view)
- Perform automated upgrade programs to expedite the analysis of a client's current system functions with system functions in the latest Hogan System releases
- Reduce the total cost of ownership (TCO) for IT by examining a variety of technology options and frameworks generated through TCO "yellow pad" briefings

CAPABILITIES

- Business assessments
- Business process engineering
- Systems design.
- Solution implementation
- Systems integration
- Technical architecture services
- Training and customer support.

The center is staffed by over 350 banking and cards industry and application experts, project managers, solution programmers and solution architects from a global resource pool. The center's technology resources have been certified in the following IBM technologies and certifications: TotalStorage, eServer, Ready for Tivoli and ClusterProven system designations. The center's resources also carry the specific Project Management, Six Sigma and Software Engineering Institute (SEI) Capability Maturity Model (CMM) certifications and designations that are appropriate for their regional center.

CENTER OF EXCELLENCE FOR Best Manufacturing Practices

COLLEGE PARK
MARYLAND
USA

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The Best Manufacturing Practices (BMP) Center of Excellence is one of several technical centers of excellence sponsored by the Manufacturing Technology Program in the U.S. Office of Naval Research. CSC is an integral component of the BMP center, providing critical engineering and technical expertise.

A winner of the Innovation in American Government and Hammer Awards, the center's goal is to improve the global competitiveness of the U.S. industrial community by identifying, validating and documenting best practices in manufacturing. By sharing best practices among industry, government and academia, the center has become a national resource for helping organizations benchmark with the best, apply lessons learned from industry and avoid costly and time-consuming duplication of effort. The center's experts foster sharing of information by regularly speaking at industry, government and academic conferences as well as colloquia and workshops.

For over a decade, CSC's role has been to provide expert engineering and analytical and technical support to the BMP Program Manager to disseminate best practices and technology throughout industry. CSC has made significant contributions to technical risk identification and mitigation, process improvements and emerging technologies.

The CSC technical staff consists of engineers, scientists and various other subject matter experts. Their extensive experience includes material, component, product, design and failure analyses of metallic, semimetallic and polymeric components. Techniques used to solve materials problems include thermal, stress and vibration analyses; optical microscopy; scanning electron microscopy/energy dispersive X-ray analysis (SEM/EDX); and Fourier Transform Infrared Spectroscopy (FTIR).

CAPABILITIES

- Deployment of the Technical Risk Identification and Mitigation System (TRIMS) and Program Manager's Work Station (PMWS), both developed by CSC on behalf of the U.S. Navy for implementation within the Defense Acquisition community. These applications are a critical tool for early identification and mitigation of technical risks throughout the manufacturing process life cycle
- Technical experts who benchmark best practices throughout the U.S. industrial base on behalf of the U.S. Navy and the Office of Naval Research
- Identification of quantifiable metrics, analysis of data, and development of improvement plans in compliance with Six Sigma quality requirements

CENTER OF EXCELLENCE FOR Border and Immigration Solutions

WASHINGTON
DISTRICT OF
COLUMBIA
USA

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In the face of growing populations, changing socioeconomic realities marked by increased population migration, rising levels of economic interdependence and a shifting global security environment in which terrorism blends with transnational criminal activities, governments face new challenges to ensure that critical security measures operate effectively and according to accepted principles of economic and political openness.

On the domestic front, immigration and border control services are expected to accurately and affordably mediate the problems associated with managing high volumes of crossborder traffic while accommodating the free flow of commerce according to dynamic immigration policies and threat levels.

CSC's Border and Immigration Solutions (BIS) Center of Excellence helps governments design and implement practical national security solutions for managing personally identifying information, risk assessment and information privacy for programs such as:

- National-scale or large-scale entitlement initiatives (e.g., passports, visas, trusted traveler)
- Intra- and interagency person-centered information sharing
- Immigration and border caseload and transaction event tracking

The center's objective is to help clients enhance national security and create safer borders. This is accomplished by enabling a shift from traditional transaction-oriented, manual, process-driven risk and threat alerting and case management to a richer, person-centered approach. This approach resolves identities across transactions and simultaneously automates and personalizes client and entitlement management. Using this approach, agencies can deploy scarce adjudication, enforcement and investigative resources more effectively and efficiently by focusing available resources on high-risk individuals and events.

Working with other CSC divisions and centers of excellence, the BIS center provides a unique approach to tie together the full range of business processes required to support the life cycle associated with the management of personally identifying information. The life cycle includes the collection of personally identifying information, identity claim uniqueness and integrity assessment, eligibility adjudication, ongoing risk and threat evaluation, and subsequent entitlement and case management functions. The center's approach uses a service-oriented architecture featuring business processes and rules engines.

CAPABILITIES

CSC's Border and Immigration staff provides the following services:

- Strategic and transformation planning
- Personally identifying information assessment and management
- National security entitlements processing
- Risk assessment and management
- Case and incident management
- Client processing, entry-exit systems

CENTER OF EXCELLENCE FOR Contact Center Solutions

BARBOURVILLE
KENTUCKY
USA

Organizations are increasingly realizing the importance of having an effective and efficient customer contact center with multiple communications channels. Customer contact centers are key components of any organization, public or commercial, that requires an interface to the customer; often customer contact centers are the only customer interface. As ways of communicating with customers increase and customers begin to expect a higher level of quality and service, more organizations are discovering the value of providing an accurate, friendly and consistent message to internal and external customers and stakeholders.

CHANTILLY
VIRGINIA
USA

Unlike IT help desks, which focus on solving technical problems, customer contact centers focus on the entire end-to-end customer service experience, encompassing a range of issues, questions and concerns. This expanded focus helps build customer loyalty by providing more responsive and flexible customer service and problem resolution while delivering integrated, high-quality, user-friendly and timely service and information.

FORT WORTH
TEXAS
USA

WHEELING
WEST VIRGINIA
USA

CSC has been heavily involved in the strategic planning, design, development, implementation, day-to-day management and technical operations of innovative contact center solutions for the U.S. federal government. The CSC Contact Center Solutions (CCS) Center of Excellence takes this experience to a new level by providing a one-stop information solution that is practical, adds value to service offerings and adheres to rigorous standards. The center brings more than 10 years of experience in the contact center solutions operational area to CSC from the team's history with Datatrac Information Services, which was acquired by CSC. It also delivers a distinct advantage over industry competitors by providing solution flexibility and a thorough analysis of critical issues (i.e., customer satisfaction, quality, project knowledge and operations management).

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The CCS center is a customer-driven organization that provides high-quality service following standards developed by the Customer Operations Performance Center (COPC). The CCS center's approach is guided by four fundamentals: thought leadership, domain knowledge, fresh approach and quality methodology. Each fundamental is a key building block of the comprehensive, holistic, turnkey customer contact solutions the CCS center brings to clients.

CAPABILITIES

- A comprehensive, scalable, flexible and fully integrated approach and methodology for delivering customer service through a variety of service delivery channels
- Established training program (classroom and computer-based training)
- Project management, from implementation to project closeout
- Knowledge life cycle management
- Comprehensive quality assurance program that is fully integrated with training
- Behavior-based call monitoring program
- Disaster recovery plans (ensures continuity of operations)
- Security management program
- Comprehensive data mining and reporting capabilities

CENTER OF EXCELLENCE FOR CSC e4SM and Business Process Management

ALDERSHOT
UNITED KINGDOM

As organizations develop their information systems platform strategy, process management and application integration have become primary considerations. e4SM is CSC's platform for systems and process integration, delivering business process management (BPM) solutions since 1998. CSC's e4 and Business Process Management Center of Excellence helps clients make sense of the integration landscape by enabling process innovation under business control.

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The center advocates an operationally proven service-oriented architecture that defines, enables and manages the exchange of business information through a process view that incorporates employees, customers, partners, applications and databases. It brings together state-of-the-art technologies in the areas of middleware, application server, enterprise portal, process repository and process server software. The result: streamlined internal and external business processes, elimination of redundancies, increased automation and end-to-end visibility, control and accountability.

The e4 and BPM approach uses a scalable, robust, plug-and-play architecture suitable for the automation of relatively simple commodity processes as well as complex dynamic processes. It is most relevant where processes are fluid and difficult to coordinate across numerous parties and where the focus of management attention is on continual process optimization and improved decision making.

The center offers full life cycle expertise in BPM and e4 including: strategy, solution design, delivery and maintenance (BPM) and process discovery, design, deployment, execution, operations, optimization, simulation and analysis (e4).

The e4 architecture is based on preferred technologies, open standards and well-defined interfaces, allowing the delivery of complex systems in weeks that would otherwise take months or even years. The center focuses on large-scale applications, providing industrial-strength solutions that support end-to-end transactional processes across a heterogeneous IT landscape. It embraces relevant open and de facto standards such as J2EE, BPMI, UMI, LDAP, WSDL, SOAP, XML, Schema and XSLT, as well as industry standards such as STP, TME, CPFR and SCOR.

Using the e4 approach, organizations can be confident that their IT infrastructure can adapt quickly to business change.

Projects at the center have included proof-of-concept work for a postal and logistics organization, collaboration technology for a retail organization and a demonstration system for analyzing financial risk within an organization.

The center maintains a strategic relationship with Intalio, a leading provider of transactional BPM systems. CSC and Intalio cofounded the Business Process Management Initiative (BPMI.org) in 2000. CSC's Howard Smith is coauthor of the business bestseller, *Business Process Management: The Third Wave*.

CENTER OF EXCELLENCE FOR Enterprise Network Managed Services

CHANTILLY
VIRGINIA
USA

If the network is the lifeline of the business, then managing the network is key to managing the business's information and solutions. The Enterprise Network Managed Services (ENMS) Center of Excellence provides a variety of services that focus on the network and solution development:

- Enables solution development
- Provides a venue for solution development and prototyping of solutions and systems
- Showcases CSC's depth of knowledge in IT infrastructure solutions that include end-user systems, network systems, computing and server systems and security systems
- Enables CSC to understand new technologies to develop competitive discriminators
- Enables CSC to understand emerging standards and identify interoperability problems

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As the complexity of technology increases, and as customers continue to embrace new technological paradigms, CSC's responsibility is to provide a venue where knowledge can transcend verbal communications, enabling customers to "see, feel and touch" the technologies and innovation that CSC brings to the table. The ENMS center uses the network as the key enabler for IT services and infrastructure solutions. The center focuses on the delivery of value-based business solutions across the Web that support the evolution to a 21st century service delivery model based on the IT Infrastructure Library (ITIL). Customers will leave the center knowing that CSC is at the forefront of the technology curve and not just reactive to technology change.

The ENMS center provides an integrated laboratory environment in Chantilly, Virginia to develop, integrate, demonstrate, test, model and evaluate new concepts, processes, hardware and tools. In addition, the center is equipped with a myriad of vendor products that can be showcased or leveraged for a development effort. This includes many competing technologies that enable comparisons for the development of unique and tailored solutions.

CAPABILITIES

- Network management solutions
- Mobile and wireless application integration and testing
- IPv6 evaluations
- Thin client solutions
- Emergency broadband wireless solutions
- Disaster recovery and business continuity
- Virtualization
- Unified messaging solutions
- Help desk product integration and evaluations
- Federal Information Security Management Act (FISMA) compliance
- WAN optimization
- Emergency operations center development
- Converged networking solutions (Voice over IP, Video over IP, etc.)
- Dashboard and visualization
- Identity management/HSPD 12
- Conferencing and multimedia solutions
- Asset management solutions
- Network security product and vulnerability testing and evaluation
- Network troubleshooting
- Open source
- Network modeling
- Toolset integration

CENTER OF EXCELLENCE FOR High Performance Computing

DAYTON
OHIO
USA

Scientific, business and educational communities face intense computational challenges that require powerful solutions. CSC's High Performance Computing Center of Excellence (HPC CoE) can help customers maximize the value of their infrastructure by creating unique solutions that address compute, application, storage, facility and budget constraints, as well as future growth and extensibility. From small commodity clusters, to very large proprietary systems, CSC offers domain experts to architect and seamlessly integrate the best solution based on each customer's unique needs.

GREENBELT
MARYLAND
USA

Establishing a stable and efficient environment is essential to meet the unyielding demand for computing, storage and networking resources. CSC understands that customers need their infrastructures to be stable and reliable, with very little downtime. The HPC CoE will provide each customer with a comprehensive problem evaluation in order to determine specific requirements. CSC solutions help customers achieve their core mission by getting their environment up and running quickly so they can increase their focus on day-to-day business rather than their IT infrastructure.

HUNTSVILLE
ALABAMA
USA

SAN JOSE
CALIFORNIA
USA

VICKSBURG
MISSISSIPPI
USA

FARNBOROUGH
UK

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For existing architectures, the HPC CoE staff provide consulting services to help customers adapt their environment to achieve higher performance or expand their capabilities. No matter how small or large the problem, CSC can help.

Leading edge technologies frequently require tuning in order to optimize their capability. CSC provides scientists with skilled problem-solving methodologies to help customers uncover hidden value in their resources through system and application tuning, parallelization, optimization and migration to ensure customers achieve peak performance. From HPC architects to system administrators and application analysts, CSC has the expertise to help customers maximize their ROI by getting the most out of their infrastructure. To learn more about CSC's HPC services and success stories, visit <http://cschpc.com/index.htm>.

CAPABILITIES

The HPC CoE's core services include:

Solutions Architecture

- Requirements analysis and discovery
- System design
- HPC trends analysis
- Capacity planning and system road maps
- Acquisition and maintenance

Systems Integration

- Site planning and preparation
- Installation and configuration
- System verification

Software Benchmarking and Optimization

- Comparative benchmarking
- Application/system tuning
- Application parallelization and optimization

Problem-Solving and Troubleshooting

- System administration and management
- System configuration and tuning
- System performance and scalability
- Operations monitoring and configuration

CENTER OF EXCELLENCE FOR Life Insurance, Annuities and Pensions

AUSTIN
TEXAS
USA

DALLAS
TEXAS
USA

EAST HARTFORD
CONNECTICUT
USA

PARIS
FRANCE

NOIDA
UTTAR PRADESH
INDIA

INDORE
MADHYA PRADESH
INDIA

ALDERSHOT
UK

The center offers the world's leading portfolio of software to manage product and policy, and is used by more than 500 insurers across the Americas, Europe and Asia. The portfolio includes complete administration systems, as well as individual components for specific business areas such as distribution management and product development. The center's application software works independently as components inside the CSC e4sm enterprise architecture as well as within fully integrated systems that extend, enhance and evolve clients' legacy systems. The center's Indore, India development hub recently achieved Capability Maturity Model (CMM) Level 5 certification, the Software Engineering Institute's highest rating.

The center is the life insurance, annuity and pension industry's largest business process outsourcing provider for administration of individual life insurance, annuity and pension policies (term, whole, universal and variable). By combining the latest technology with a global sourcing model and large-scale insurance and technology competence, the center is able to achieve previously unattainable levels of business efficiency and customer service.

Key features of the center include:

- One-stop shop for insurance outsourcing and technology needs
- Highly competitive pricing achieved through scale, technology and global sourcing
- Industry-leading development, implementation and deployment methods to deliver at lower risk
- Massive global staff including thousands recruited from the insurance rather than the technology industry
- Hundreds of life and pension customers around the world with extensive references in every solution area
- Extensive portfolio of proven software able to adapt to every insurance environment

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CAPABILITIES

Insurance Application Software

- FUTUREFirst and GraphTalk AIA
- Wealth Management Accelerator and Cyberlife
- LIFE/400 and LIFE/Asia
- CLOAS and CAPSIL
- VP/MS and Product Accelerator
- Performance Plus
- NbAccelerator, csAccelerator and ClaimsAccelerator
- SICS/nt Life

Business Process Outsourcing

- More than three million policies under management worldwide
- More than 1,300 CSC staff in nine processing centers worldwide
- Outsourcing support for more than 30 clients

CENTER OF EXCELLENCE FOR Logistics

MERRIFIELD
VIRGINIA
USA

CAMP HILL
PENNSYLVANIA
USA

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The Logistics COE focuses on best practice, repeatable and cost-effective services and solutions that synchronize supply, transportation and maintenance functions over an enterprise framework. From its headquarters in Merrifield, Virginia, it helps the more than 5,000 CSC logistics employees and multiple logistics business centers combine thought leadership and innovation with new technology for real-world solutions to long-term problems.

The center develops and maintains the OmniLocation suite of intelligent location offerings. OmniLocation is middleware which enables the creation of a single, enterprisewide view of all sensor enabled objects (e.g., people, equipment, infrastructure) by displaying them in standard geo-spatial environments (like Google Geo or Microsoft Virtual Earth). Components of OmniLocation include:

Location Object Field Tracking

Increases the safety of remote workers and equipment by providing location and status information from vehicles and individuals in the field.

Chain of Custody Asset Tracking

Improves accountability for high value, hazardous or dangerous materials transportation. It provides an irrefutable chain of custody between shippers, custodians and receivers.

Location Intelligent Sensors and Attributes

Helps to ensure the safety of people and assets in hazardous environments. It can anticipate and help avoid danger rather than just responding to it.

Benefits

Logistics costs account for a major portion of the operating expenses for most military organizations and large companies. Reducing cost and enabling more efficient and effective operations provide significant benefits to our clients. The center's spectrum of industry-leading services and solutions enable CSC clients to modernize business processes while optimizing existing investments in people and technology.

CAPABILITIES

- Thought leadership
- Market/industry analysis
- Opportunity and account development support
- Identify key thrusts (investments, teaming, acquisition)
- Proposal assistance
- Recommend bid and proposal prioritization
- Trade show support
- Emerging technology
- Partner management
- Sales support
- Technology and vendor assessment
- Client strategic and technical consulting
- Solutions development lab having CSC intellectual property

CENTER OF EXCELLENCE FOR Natural Resources

MELBOURNE
AUSTRALIA

For more than 6 years, CSC has delivered solutions for the natural resources industry. Many of these solutions are related to large-scale business applications (e.g. SAP) that support specific mining issues, as well as niche solutions applicable only to mining.

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The mission of the Natural Resources Center of Excellence (NRCoE) is to use CSC's preeminent position as a supplier of IT solutions to this industry to highlight and develop innovative solutions for real mining issues. By bringing together the knowledge of CSC, its alliance partners, vendors and academia, the center aims to develop and deliver solutions that liberate the value of information generated by mining and petroleum processes. The center fosters innovation by generating new ideas and examining other industries to adapt existing ideas to the natural resources industry.

The NRCoE provides clients, alliance partners and employees with a dynamic opportunity to tackle challenges facing the natural resources sector today by:

- Applying lessons learned from the best in industry to real issues affecting the natural resources sector
- Collaborating with industry and participating in natural resource forums such as the Cooperative Research Center for Mining (CRCMining) in Australia
- Developing innovative solutions to industry problems through contextual thought leadership
- Producing industry-specific solutions relevant to unique requirements
- Providing a forum for sharing the best and brightest ideas in the industry
- Offering invitations to participate and co-invest in pilots and prototypes

CAPABILITIES

The NRCoE works with CSC's Mining and Petroleum Consulting practice and its Global Transformation Solutions and Global Infrastructure Services divisions to bring world-class service to employees and clients. The center has access to 30 experts specializing in the following areas:

- Mine IT planning
- End-to-end plan and execute, drill hole to ship hold
- Logistics (e.g., blending, stockpile control, dispatch)
- Asset/mobile equipment tracking
- Technical data management
- Remote communications
- Information management

CENTER OF EXCELLENCE FOR Program Control

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Managing complex IT programs, particularly those that span multiple countries, is a daunting task. CSC's Program Control Center of Excellence provides world-class expertise in remote IT program management for global accounts. By focusing on critical program control activities at competitive rates, the center delivers cost savings, enhanced professional levels of service, increased project management productivity and access to senior infrastructure project managers throughout CSC. Program control resources are available for both long- and short-term assignments and can be deployed on short notice. The center provides statistical data for project performance and client feedback.

It is no longer enough for today's project managers to complete individual projects on time and within budget. Now, organizations must leverage their project management capability into a key competitive advantage. The remote resources of the center's free onsite program allows project managers and account staff to spend their time more effectively with clients. The center ensures that a global program management standard of the highest quality is deployed consistently across large accounts

The center is in regular contact with other CSC communities and utilizes their knowledge bases. Center staff, including almost 60 project managers, apply their expertise to guide large programs in implementing world-class program control strategies and techniques.

The center provides many benefits to clients in terms of productivity and streamlined operations, including:

- Better decision making regarding corrective actions
- Better resource analysis
- Better cost/schedule risk analysis
- Better justification of schedule and cost impacts due to changes

CAPABILITIES

- Project management
- Project definitions and statements of work
- Planning and scheduling
- Program control including earned value analysis
- Program management office functions
- Charge code and Interoffice work order (IWO) setup
- Change management
- Risk management
- Issue management
- Asset management
- Procurement
- Production integration

CENTER OF EXCELLENCE FOR Property and Casualty (General) Insurance

AUSTIN
TEXAS
USA

BLYTHEWOOD
SOUTH CAROLINA
USA

PHILADELPHIA
PENNSYLVANIA
USA

SARASOTA
FLORIDA
USA

SOUTHFIELD
MICHIGAN
USA

ALDRERSHOT
UK

CSC's Property and Casualty (General) Insurance Center of Excellence offers a full array of business and technology solutions designed to support the rapidly changing property and casualty (P&C) insurance industry globally. The center draws on a unique blend of industry knowledge, business process and IT expertise, intellectual property and robust operational capabilities to craft solutions that deliver breakthrough business results.

Over 1,500 industry experts in 12 locations worldwide provide strategy consulting, systems integration, systems conversion and implementation services, a comprehensive portfolio of function-rich software, and business process outsourcing and IT outsourcing solutions. The center's spectrum of industry-leading products and services enables clients to modernize business processes while optimizing existing investments in people and technology.

The center's experts boast an average of over 10 years of experience each, giving the center unmatched P&C experience in the industry.

Best practices and continuous improvement are cornerstones in the implementation and support of P&C customers. With over 20 certified project manager professionals and more than 30 Six Sigma Green Belts, the center continues its investment in project management best practices and Six Sigma improvements.

CSC has unparalleled relationships with a diverse range of clients, including top-20 insurers, midtier and small P&C insurers, specialty carriers, virtual companies, managing general agents and self-insureds. These relationships are kept vibrant by active client communities and user groups, plus an advisory council that provides input to the center on strategy and allocation of investments, reviews upcoming releases, identifies customer issues and defines enhancements to CSC's application software. These strong customer relationships keep the center at the forefront of software development and service delivery.

CAPABILITIES

Insurance Application Software

The center's application software provides a complete suite of P&C insurance solutions that are built with open architecture and utilize industry standards such as ACORD. With over 30 years in the business of developing P&C insurance software, CSC has the industry's most comprehensive suite of software, offering more functionality for end-to-end processing for all lines of business than anyone else. CSC invests over 600,000 hours in research and development of its products annually. CSC's customer community consists of over 700 companies that provide governance and actively contribute to the enhancement of the solutions through user groups and innovation community projects. The CSC Quality Office tests all software prior to release for scalability and usability. Combined with CSC's architecture, processes and development methodologies, the CSC suite of P&C solutions offers long-term value to carriers and assists them with transforming their business.

Business Process and IT Outsourcing

With over three million policies under management worldwide, the center is the P&C and general insurance industry's largest outsourcing provider, delivering a broad spectrum of P&C insurance business processing, hosting and application management services. The center performs services for administration of new and renewal P&C policies from application through billing and payment processing through first notice of loss. The center also provides IT outsourcing services, enabling increased speed to market and the advantage of proven and shared infrastructure, allowing clients to focus on core competencies. CSC staff in three outsourcing centers worldwide provide support to more than 60 clients across 16 lines of business.

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CENTER OF EXCELLENCE FOR Secure Telecommunications

HANOVER
MARYLAND
USA

CSC's Secure Telecommunications Center of Excellence designs, develops, integrates, tests and evaluates both secure and nonsecure state-of-the-art telecommunications networks, applications and devices. The more than 200 TS/SCI-cleared engineers and telecommunications specialists at the center have extensive experience in the design, development, integration and evaluation of technology for the U.S. intelligence and defense communities.

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The center demonstrates excellence in a variety of ways:

- End user and customer satisfaction and confidence
- Completeness of network design prior to installation
- Use of standardized and verified equipment configurations
- Availability of baseline performance metrics
- Vendor responsiveness
- Focus on testing customized requirements
- Efficiency and effectiveness in utilization of test resources

CAPABILITIES

- Comprehensive engineering of communications systems, including local area networks (LANs) and wide area networks (WANs)
- Communications control center automation, with emphasis on the integration and enhancement of commercial off-the-shelf (COTS) network management and configuration management systems in standards-based multimedia environments
- Communications software engineering, including development of customized and standards-based communications modules and subsystems, and their integration, to support enterprisewide communications upgrades, corporate reengineering efforts and major system conversions to the distributed client-server model
- COTS hardware and software integration and evaluations
- Independent verification and validation of communications hardware and software
- Systems engineering, systems integration management, security engineering and technical support
- System deployment, training, long-term logistics support and depot maintenance (e.g., bar code scanners)
- Integration of new technologies into existing infrastructure

CENTER OF EXCELLENCE FOR Security

DAYTON
OHIO
USA

NEW SOUTH WALES
AUSTRALIA

ALDERSHOT
UK

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The Security Center of Excellence focuses on all dimensions of security as it relates to IT. The Center helps clients ensure business continuity, achieve regulatory compliance and reduce liability to protect enterprise profit and stakeholder value. CSC's strength is in knowing how to quantify the value of an enterprise for security purposes, determine the value at risk, and manage that risk. The center represents all of CSC's security capabilities and is responsible for managing and future planning around the entire portfolio and delivery of security services to federal and commercial clients as well as CSC itself.

CSC has a comprehensive portfolio of security solutions to protect an enterprise's critical assets and key processes against any credible internal or external threat, whether physical, cyber or personnel-oriented in nature. Key security practices include risk governance, risk management and security operations.

As one of the largest providers of IT services to commercial and government organizations, CSC delivers end-to-end security for facilities, information systems and people. Working in facilities and laboratories on three continents, the center's security experts explore and apply leading edge technology and global standards for evaluating security, to ensure alignment and compliance with industry standards and laws such as ISO17799, SOX, HIPAA, ITIL and FISMA. Security solutions are delivered through both consulting and advisory services and managed contracts.

The center's growing offerings and recent advances include the expansion of managed security services to include intrusion prevention, technology compliance, managed encryption, wireless and remote access security solutions and a solution to protect against the risks inherent in instant messaging and peer-to-peer applications.

CSC security experts are dedicated to security. Serving both commercial and federal clients, many of these experts have been working in the field for decades designing, delivering and operating security services and solutions in various roles. The Security center's laboratories in Europe, Australia and the United States are virtually integrated around the world. The facilities of the center have over 6,000 square feet of space dedicated to helping define, test and integrate security solutions for global clients. A new feature in 2007 is a replica of CSC's global services portfolio and security service delivery framework to enable CSC experts to perform complete life cycle management for CSC's portfolio and plan for growth, new services and new technologies.

CAPABILITIES

CSC's Security Center of Excellence offers solutions including strategy, program planning, support and operations in five comprehensive practices:

- Risk Governance: Prioritization, allocation, disclosure
- Information Risk Management: Strategy, gap analysis, requirements analysis, road map, architecture
- Compliance Assurance and Management: Program planning, consulting, assessments, policy development, audit support, certification and accreditation
- Managed Security Services: Intrusion prevention, firewalls, monitoring, vulnerability assessments and intelligence, incident response, business continuity
- Identity and Access Management: Strategy, planning, user provisioning, authentication, meta directories, access management, biometrics

CENTER OF EXCELLENCE FOR Service-Oriented Architecture

CHANTILLY
VIRGINIA
USA

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Service-oriented architecture (SOA) is causing a sea change in the way enterprises plan, integrate and operate services for their customers, business processes, organizations and IT. Enterprises are facing uphill challenges as they struggle to make a difference in their complex operating environments. SOA is seen as a means for cutting through this complexity and enhancing business value.

CSC's SOA Center of Excellence was formed to advance CSC's leadership in SOA and service orientation, and to help clients and internal business units rise to the challenge and capitalize on the opportunities created by SOA. The center has a broader point of view on the scope of SOA than CSC's competitors. This point of view states that SOA is not only applicable to software and IT architecture but also to business strategy, portfolio planning and process management.

The center, a vital part of CSC's North American Public Sector Federal Consulting Practice, has direct access to more than 100 SOA industry experts, architects, engineers and programmers.

It is also closely affiliated with CSC's SOA Knowledge Exchange Community, which facilitates collaboration among CSC's SOA thought leaders worldwide.

The SOA center serves as the voice of CSC for all things SOA, from marketing activities to business and account development to service delivery. As well, the center provides one-stop shopping for clients and business units to access CSC's SOA expertise, including best practices, demonstration centers, sandbox environments, collaboration tools, delivery skills, learning kits and partnerships.

The SOA center participates in several important standards bodies, including the Object Management Group and the Industry Advisory Council (IAC) to the U.S. government. The center is actively involved in a number of IAC special interest groups and serves as the chairman of the IAC data architecture group.

CAPABILITIES

The SOA Center of Excellence strengthens CSC's SOA expertise and uniqueness in the market:

- CSC harnesses SOA as a means to an end, creating business value for clients at all levels.
- CSC knows from experience that SOA success involves more than advanced technology alone.
- As a provider of world-scale solutions, CSC knows how SOA enables clients' enterprises.
- As a SOA leader in public and private markets, CSC channels SOA innovations between both markets.
- CSC works with industry-leading SOA partners; clients trust CSC to deliver the best unbiased solutions.
- As a leader in ERP, CRM and SCM, CSC knows how to leverage SOA in complex enterprises.
- CSC understands SOA isn't a product — it's a journey we're taking in partnership with our clients.

CENTER OF EXCELLENCE FOR Training

HAMPTON
VIRGINIA
USA

For over 25 years, the Training Center of Excellence has been meeting the needs of government and commercial clients to create and sustain human capabilities in the workspace. The center assists organizations in maximizing the abilities of their people by assessing performance requirements and then leveraging leading practice methodologies and technologies to design, develop and implement effective solutions.

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With more than 200 full-time professionals, the center produces a full range of human performance solutions. At one end of the spectrum, it supports senior executives in developing strategies and solutions that keep their workforces trained and aligned with the goals of their organizations. At the other end, the center develops and integrates the components required to make these strategies work.

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Additionally, the center produces components of solutions including: learning and knowledge management systems, portals, traditional and Web-based training, expert tools, simulations, and various analysis and modeling products. Center facilities include an audio studio, classrooms, research labs, audiovisual conference rooms, and a Special Compartmented Information Facility (SCIF) for classified projects.

The center was one of the first ISO 9001:2000 certified custom training product organizations in the world. Its content management system, Utopia 2000, is a Web-based content authoring and conversion system that enables developers and subject matter experts to work together remotely, using only a Web browser, to produce training that conforms to the Sharable Content Object Reference Model (SCORM) and complies with Section 508 of the U.S. Rehabilitation Act.

The Center's Collaborative Document Development System provides a consistent, standardized methodology for program document development and review. It is a suite of software and business applications that enables organizations to develop and deliver critical information rapidly using the Collaborative Writing Environment, a Web-based collaborative enterprise application. The center also has a state-of-the-art document conversion facility, providing conversion services for technical manuals, catalogs, administrative documents, training manuals, training courseware, photographs, maps, graphical materials and advertising materials.

CAPABILITIES

- Human performance support strategies for the enterprise
- Knowledge management and training solution integration
- Portal development
- Traditional, Web-based and blended training product development
- Human performance technology solutions
- Full spectrum of training expertise and capabilities
- Rapid and collaborative Web-based production and review
- Global teaming capability



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About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 49 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

About the Leading Edge Forum

As part of CSC's Office of Innovation, the Leading Edge Forum (LEF) is a global community whose programs help participants realize business benefits from the use of advanced IT more rapidly.

LEF members work to spot key emerging business and technology trends before others, and identify specific practices for exploiting these trends for business advantage. Members enjoy access to a global network of thought leaders and leading practitioners, and to a powerful body of research and field practices.

LEF programs provide CTOs and senior technologists the opportunity to explore the most pressing technology issues, examine proven state-of-the-art practices, and leverage CSC's technology experts, alliance programs and events. LEF programs and reports are intended to provoke conversations in the marketplace about the potential for innovation in applying technology to help advance organizational performance. For more information about LEF programs, visit www.csc.com/lef.

The LEF Executive Programme is a premium, fee-based program that helps CIOs and senior business executives develop into next-generation leaders by using technology for competitive advantage in wholly new ways. Members direct the research agenda, interact with a network of world-class experts, and access topical conferences, study tours, information exchanges and advisory services. For more information about the LEF Executive Programme, visit lef.csc.com.

About the Artist

DUNCAN MCCLELLAN
"METAMORPHOSIS"

HAND-BLOWN GLASS
ACID-ETCHED DESIGN OF MEN IN MOVEMENT
MEASUREMENT: 13" H.
PRIVATE COLLECTION
SIGNED BY THE ARTIST

CONTACT: DUNCAN@DMGLASS 813.985.6429

THE PROCESSES USED IN MCCLELLAN'S ONE-OF-A-KIND AND SERIES WORKS ENABLE IMAGERY INSIDE, ON THE SURFACE, AND IN SOME CASES BOTH, TO JUX-TAPOSE IN UNIQUE WAYS. THESE JUXTAPOSITIONS, IN TURN, ARTICULATE THE WORK'S CENTRAL MESSAGE OR IDEA.

Designed and produced by CSC's P2 Communications Services.
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Printed in USA P2 0322-20 CC 15 09/08